NATHAN CLEVELAND

Senior Technical Support Engineer | Enterprise IT Operations | ServiceNow & AI Automation

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PROFESSIONAL PROFILE

Enterprise IT professional with 8+ years supporting business-critical manufacturing systems and coordinating technical support across four Canadian teams. Combines Tier 2/3 escalation ownership, ServiceNow incident and SLA analytics, Microsoft endpoint and identity platforms, and stakeholder communication with hands-on Python, TypeScript, API integration, and AI-assisted workflow development. Known for translating recurring support problems into practical process, documentation, and automation improvements.

CORE CAPABILITIES

Technical support & ITSM: Tier 2/3 escalations; incident, problem and change coordination; root-cause analysis; SLA/KPI reporting; ServiceNow dashboards; technical documentation; knowledge management.

Enterprise platforms: Microsoft 365; Azure/Entra ID; Active Directory; Intune; SCCM/MECM; Windows Autopilot; Windows endpoints; Cisco/Meraki networking; endpoint lifecycle and deployments.

Engineering & automation: Python; TypeScript/JavaScript; REST APIs; JSON; SQL/PostgreSQL; Git; AI-assisted diagnostics; React Native/Expo; audit logging.

PROFESSIONAL EXPERIENCE

TEKsystems — Assigned to Michelin Canada | Regional IT Coordinator & Enterprise Support Specialist | Jun 2018 – Present

- Coordinated support operations and technology initiatives across four Canadian manufacturing teams, with 1,500+ users at the primary site and production-sensitive service requirements.
- Owned complex Tier 2/3 investigations involving applications, endpoints, access, printing and networking; coordinated escalations with technical specialists, vendors and site stakeholders.
- Independently developed ServiceNow reports and interactive dashboards combining incident trends, SLA exposure, priority queues and asset information to improve operational visibility and prioritization.
- Coordinated hardware refreshes, software deployments and infrastructure changes while documenting risks, troubleshooting steps and stakeholder communications.
- Mentored colleagues, strengthened escalation handoffs, and improved knowledge articles, inventory workflows and operational documentation across locations.

Workada | AI Evaluation Specialist (Project-Based; engagement currently paused) | Jul 2026 – Present

- Evaluated AI-generated responses against structured quality criteria, including accuracy, reasoning, safety and instruction adherence; documented findings and edge cases.
- Produced evidence-based evaluations and identified ambiguous scenarios to support consistent review quality in remote workflows.

SELECTED PROJECTS

SuperR | **AI-Assisted IT Troubleshooting Agent** | 2026

- Built a Python-based diagnostic agent and Streamlit interface to select troubleshooting actions, determine resolution versus escalation, and generate structured evidence-based tickets.
- In a five-case simulated holdout, reduced mean diagnostic actions from 18.0 to 3.0 (83.3%) versus baseline with correct dispositions on all evaluated cases; results are limited to controlled tests.

OpsPilot | **ServiceNow Incident Automation Prototype** | 2026

- Integrated with ServiceNow REST APIs to analyze incidents and propose guarded updates; added human approval, closed-incident protections and PostgreSQL audit records.
- Demonstrated incident reassignment and resolution in a ServiceNow personal developer instance; not deployed in production.

Meal Mastery | **Android Meal Planning Application** | 2026

- Designed, developed and published a React Native/Expo application for meal planning, pantry tracking, recipes and shopping lists; iterated through testing and user feedback.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

CompTIA Network+ | CompTIA CySA+ | Python Institute PCEP & PCAP | Microsoft Azure AZ-104 training and practical labs (not a certification)